

JUL-10-2007 TUE 12:47 PM CANTOR COLBURN LLP

FAX NO. 8602860115 CENTRAL FAX CENTER

JUL 10 2007

RECEIVED

PCT

CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8)

Applicant(s): CHARLES E. REDDICK ET AL.

Docket No.

00356 (BLL-0038)

Application No.

09/898,573

Filing Date

July 3, 2001

Examiner

Vo, T. T.

Group Art Unit

2191

Invention: SOFTWARE SUPPORT GUIDE SYSTEM AND METHOD

I hereby certify that this

Amend. Trans. Ltr. and Response to Office Action

(Identify type of correspondence)

is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. 571-273-8300

on

July 10, 2007

(Date)

Sheila Smedick

(Typed or Printed Name of Person Signing Certificate)

Sheila Smedick

(Signature)

Note: Each paper must have its own certificate of mailing.

JUL-10-2007 TUE 12:47 PM CANTOR COLBURN LLP

RECEIVED
FAX NO. 86028601 CENTRAL FAX CENTER 02

JUL 10 2007

AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. 00356 (BLI-0038)	
Applicant(s): CHARLES E. REDDICK ET AL.					
Application No.	Filing Date	Examiner	Customer No.	Group Art Unit	Confirmation No.
09/898,573	July 3, 2001	T. T. Vo	36192	2191	2886
Invention: SOFTWARE SUPPORT GUIDE SYSTEM AND METHOD					

COMMISSIONER FOR PATENTS:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	14	52 =	0	x \$50.00	\$0.00
INDEP. CLAIMS	1	4 =	0	x \$200.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

No additional fee is required for amendment.

Please charge Deposit Account No. _____ in the amount of _____

A check in the amount of _____ to cover the filing fee is enclosed.

The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 06-1130

- Any additional filing fees required under 37 C.F.R. 1.16.
- Any patent application processing fees under 37 CFR 1.17.

Payment by credit card. Form PTO-2038.

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

Dated: July 10, 2007

Signature

David A. Fox
Registration No. 38,807
CANTOR COLBURN LLP
55 Griffin Road South
Bloomfield, CT 06002
Telephone 860-286-2929
Facsimile 860-286-0115
Customer No. 36192

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on _____.

(Date)

Signature of Person Mailing Correspondence

Typed or Printed Name of Person Mailing Correspondence

CC:

RECEIVED
CENTRAL FAX CENTER
JUL 10 2007

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: CHARLES E. REDDICK ET AL.)
Serial No. 09/898,573) Group Art Unit: 2191
Filed: July 3, 2001) Examiner: T.T. Vo
For: SOFTWARE SUPPORT GUIDE SYSTEM)
AND METHOD)

I hereby certify that this correspondence is
being transmitted to the United States Patent
& Trademark Office via facsimile to facsimile
Number 571-273-8300 on July 10, 2007.

Sheila Squicciarini 7/10/07
signature date

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION

Applicants respectfully request consideration of the following remarks contained herein in response to the Office Action mailed April 10, 2007. Applicants respectfully submit that the remarks contained herein place the instant application in condition for allowance.

0035G
B1.1.-0038

1